

Healthy Options Frequently Asked Questions

7/1/2003

#	SUBJECT	DATE POSTED	QUESTION (Q.)/ANSWER (A.)
1	Benefits	04/09/03	<p>Q. What benefits are covered by Healthy Options?</p> <p>A. Please refer to the benefit matrix on the Healthy Options website.</p>
2	Other insurance	04/09/03	<p>Q. Can clients have other insurance and still be on Medicaid and Healthy Options?</p> <p>A. Yes, However, there are certain circumstances when a client's private insurance or an absent parent's insurance for children may preclude the client from being enrolled into Healthy Options. <i>You may call 1-800-562-6136 to correct erroneous information regarding private insurance.</i></p>
3	Clients moved in and out of Healthy Options	04/09/03	<p>Q. Why are clients moved in and out of Healthy Options and/or into other plans?</p> <p>A. Generally, Medical Assistance Administration (MAA) only moves clients from one Healthy Option plan to another if the client requests it. However, there may be times when the client may go on and off of Healthy Options, such as:</p> <ul style="list-style-type: none"> · The client had a change of address and did not report it to the Community Service Office (CSO) · The client has some other insurance and there was a change · The client got an exemption and is taken off or put back onto Healthy Options · The client loses eligibility for medical assistance · A plan is no longer available in an area--this generally only happens at the beginning of the year · Family members are in more than one plan and there needs to be a consolidation
4	Fair Hearings	05/01/03	<p>Q. What is the proper way for clients to request a Fair Hearing?</p> <p>A. To request a Fair Hearing from DSHS, clients should call the Fair Hearing Coordinator at their local DSHS Community Service Office (CSO). They may also write to the Office of Administrative Hearings. Address is: PO Box 42489, Olympia WA, 98504-2489.</p>
5	Surgery paid by DSHS fee-for-service	05/05/03	<p>Q. If a Healthy Options client receives a surgery paid by DSHS fee-for-service (for example Gastric Bypass surgery) and experiences complications, who is responsible for the cost related to the complications?</p> <p>A. When a surgery is provided under fee-for-service, any complications and/or medications that are directly related to the surgery are covered by DSHS fee-for-service.</p>

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6	Premium notice	05/05/03	<p>Q. Why does DSHS send a premium notice to some clients?</p> <p>A. Only two programs charge premium at this time, the State Children's Health Insurance Program (SCHIP) and some Medical Extensions for clients no longer receiving TANF benefits.</p>
7	Fee for Service verse Healthy Options	6/11/03	<p>Q. What is the difference between fee-for-service and Healthy Options?</p> <p>A. The difference between fee-for-service and Healthy Options is as follows:</p> <ul style="list-style-type: none"> • Under fee-for service, your health care will be provided by doctors and other medical providers who will accept your fee-for service medical ID card. This means that when you show the doctor your medical ID card, they will send the bill for your care or services to Medical Assistance instead of you. • Under Healthy Options, your health care will be provided by providers who are contracted with a specific health plan. • Under fee-for-service, before you use a doctor, dentist, clinic, pharmacy, hospital, or other provider, you must ask if they will accept your fee-for-service medical ID card and bill Medical Assistance. You may have trouble finding a medical provider who will take your fee-for-service medical ID card. <p>Under Healthy Options, you will go to one person in your plan for most or all of your care. This person is called your Primary Care Provider (PCP). Your PCP can be a doctor, nurse practitioner, or physician assistant.</p>
8	Enroll with Healthy Options	6/11/03	<p>Q. How can I enroll with and find out more information about Healthy Options?</p> <p>A. There are two ways to sign up for the Healthy Options health plan that you want to be in:</p> <ol style="list-style-type: none"> 1. The easy way is to call DSHS, Medical Assistance Administration. We can answer your questions, and sign you up over the phone. You can call us at 1-800-562-3022, Monday through Friday, 7 AM to 6 PM. The TTY/TDD number (for people who have difficulties with hearing or speech) is 1-800-848-5429. The calls are free. 2. The other way is to fill out and send in the form that is included in the Healthy Options enrollment packet.
9	What options do I have?	6/11/03	<p>Q. How can I tell what Healthy Options plans are offered in the area that I live?</p> <p>A. This information is identified on green information sheets that are included in the Healthy Options enrollment packet. If you would like to verify your options, please call DSHS, Medical Assistance Administration. We can answer your questions, and sign you up over the phone. You can call us at 1-800-562-3022, Monday through Friday, 7 AM to 6 PM. The TTY/TDD number (for people who have difficulties with hearing or speech) is 1-800-848-5429. The calls are free.</p>

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